IN THE CLAIMS:

1. (CURRENTLY AMENDED) A method for controlling call routing by a communication system, comprising:

receiving a call;

executing a script in response to receiving said call, said script having instructions that when executed by the system control routing of said call in the system, the script including at least one call routing instruction that references a variable, a value of the variable specifying a destination of the call;

reading the value for said variable from a database, ~~said database holding a value for said variable,~~ said database having said value updated in response to action by a user; and

setting the variable equal to the value, to determine ~~a~~ the destination of the call in response to the value.

2. (ORIGINAL) The method as in claim 1, further comprising:

reading said value of said variable from said database in response to execution of said at least one call routing instruction.

3. (ORIGINAL) The method as in claim 1, further comprising:

computing a variable expression, in response to execution of said at least one call routing instruction, in determining said destination.

4. (ORIGINAL) The method as in claim 1, further comprising:

specifying, by said at least one call routing instruction, one of a telephone number, trunk group, and DNIS to which the call is to be routed.

5. (ORIGINAL) The method as in claim 1, further comprising:

executing said at least one call routing instruction in response to said value read from said database.

6. (ORIGINAL) The method as in claim 1, further comprising:

executing by said script said at least one call routing instruction to read a selected variable from a plurality of variables whose respective values are stored in said database.

7. (ORIGINAL) The method as in claim 6, further comprising:

specifying by said respective values one of a destination telephone number, trunk group, and DNIS.

8. (CURRENTLY AMENDED) A communication system, comprising:

means for receiving a call;

means for executing a script in response to receiving said call, said script having instructions that when executed by the system control routing of said call in the system, the script including at least one call routing instruction that references a variable, a value of the variable to specify a destination of the call;

means for reading the value for said variable from a database~~, said database holding a value for said variable~~, said database having said value updated in response to action by a user; and

means for setting the variable equal to the value, to determine ~~a~~ the destination of the call in response to the value.

9. (ORIGINAL) The communication system of claim 8, further comprising:

means for reading said value of said variable from said database in response to execution of said at least one call routing instruction.

10. (ORIGINAL) The communication system of claim 8, further comprising:

means for computing a variable expression, in response to execution of said at least one call routing instruction, in determining said destination.

11. (ORIGINAL) The communication system of claim 8, further comprising:

means for specifying, by said at least one call routing instruction, one of a telephone number, trunk group, and DNIS to which the call is to be routed.

12. (ORIGINAL) The communication system of claim 8, further comprising:

means for executing said at least one call routing instruction in response to said value read from said database.

13. (ORIGINAL) The communication system of claim 8, further comprising:

means for executing by said script said at least one call routing instruction to read a selected variable from a plurality of variables whose respective values are stored in said database.

14. (ORIGINAL) The communication system of claim 13, further comprising:

means for specifying by said respective values one of a destination telephone number, trunk group, and DNIS.

15. (CURRENTLY AMENDED) A communication system, comprising:

an interface to receive a call;

a routing engine to execute a script in response to receiving said call, said script having instructions that when executed by the routing engine control routing of said call in the system, the script including at least one call routing instruction that references a variable, a value of the variable to specify a destination of the call;

a database, said database holding ~~a~~ the value for said variable, said database having said value updated in response to action by a user; and

said routing engine configured to, in response to said at least one call routing instruction, ~~reading~~ read said value for said variable from said database, said routing engine ~~setting~~ further configured to set the variable equal to the value, to determine a destination of the call in response to the value.

16. (ORIGINAL) The communication system as in claim 15, further comprising:

a database engine to read said value of said variable from said database in response to execution of said at least one call routing instruction.

17. (CURRENTLY AMENDED) The communication system as in claim 15 wherein said routing engine is further configured to compute ~~, further comprising: means for computing~~ a variable expression, in response to execution of said at least one call routing instruction, in determining said destination.

18. (CURRENTLY AMENDED) The communication system as in claim 15 wherein ~~,~~ ~~further comprising:means for specifying, by~~ said at least one call routing instruction is configured to specify~~,~~ one of a telephone number, trunk group, and DNIS, to which the call is to be routed.

19. (CURRENTLY AMENDED) The communication system as in claim 15, wherein said routing engine is further ~~comprising:~~ configured to execute ~~means for executing~~ said at least one call routing instruction in response to said value read from said database.

20. (CURRENTLY AMENDED) The communication system as in claim 15, further comprising: a retriever circuit ~~means for executing by said script said at least one call routing instruction~~ to read a selected variable from a plurality of variables whose respective values are stored in said database.

21. (CURRENTLY AMENDED) The communication system as in claim 20, ~~further comprising:~~wherein said variables are configured to specify, ~~means for specifying by~~ said respective values, one of a destination telephone number, trunk group, and DNIS.

22. (CURRENTLY AMENDED) A computer readable media, comprising:

said computer readable media having instructions written thereon for execution on a processor for the practice of the method of controlling call routing by a communication system, comprising,

receiving a call;

executing a script in response to receiving said call, said script having instructions that when executed by the system control routing of said call in the system, the script in-

cluding at least one call routing instruction that references a variable, a value of the variable specifying a destination of the call;

reading the value for said variable from a database, ~~said database holding a value for said variable,~~ said database having said value updated in response to action by a user; and

setting the variable equal to the value, to determine ~~a~~ the destination of the call in response to the value.

23. (CURRENTLY AMENDED) Electromagnetic signals propagating on a computer network, comprising:

said electromagnetic signals carrying instructions for execution on a processor for the practice of the method of controlling call routing by a communication system, comprising,

receiving a call;

executing a script in response to receiving said call, said script having instructions that when executed by the system control routing of said call in the system, the script including at least one call routing instruction that references a variable, a value of the variable specifying a destination of the call;

reading the value for said variable from a database~~, said database holding a value for said variable~~, said database having said value updated in response to action by a user; and

setting the variable equal to the value, to determine ~~a~~ the destination of the call in response to the value.

24. (NEW) A method for controlling call routing in a communication system, the method comprising the steps of:

reading at least one call routing instruction from a call routing script, the call routing instruction controlling the routing of a call to a destination, the call routing instruction including at least one variable whose value is undetermined prior to run-time of the call routing instruction;

at run-time of the call routing instruction, accessing a database external to the script and determining the value of the variable by reading a field of the database, the value of the variable specifying a particular trunk group for the call; and

executing the call routing instruction using the value of the variable from the database.

25. (NEW) The method of claim 24 further comprising the step of:

modifying the field of the database to associate a new value with the variable, to thereby change the operation of the call routing instruction without modifying the call routing instruction itself.

26. (NEW) The method of claim 25 wherein the step of modifying is performed by a user.

27. (NEW) A method for controlling call routing in a communication system, the method comprising the steps of:

reading at least one call routing instruction from a call routing script, the call routing instruction controlling the routing of a call to a destination, the call routing instruction including at least one variable whose value is undetermined prior to run-time of the call routing instruction;

at run-time of the call routing instruction, accessing a database external to the script and determining the value of the variable by reading a field of the database, the value of the variable specifying a dialed number identification service (DNIS); and

executing the call routing instruction using the value of the variable from the database.

28. (NEW) The method of claim 27 further comprising the step of:

modifying the field of the database to associate a new value with the variable, to thereby change the operation of the call routing instruction without modifying the call routing instruction itself.

29. (NEW) The method of claim 28 wherein the step of modifying is performed by a user.

30. (NEW) A communication system for call distribution, the communication system comprising:

a call routing engine configured to read at least one call routing instruction from a call routing script, the instruction controlling the routing of a call to a destination, the call routing instruction including at least one variable whose value is undetermined prior to run-time of the call routing instruction, the call routing engine further configured to execute the call routing instruction; and

a retriever circuit configured to access a database external to the script at run-time of the script and configured to determine the value of the variable from a field of the database, the value of the variable to specify a particular trunk group for the call, the retriever circuit to supply the value to the call routing engine.

31. (NEW) The communication system of claim 30 further comprising:

an interface configured to associate a new value with the variable, to thereby change the operation of the call routing instruction without modification of the call routing instruction itself.

32. (NEW) The communication system of claim 31 wherein the interface is a user interface, and wherein the association of the new value with the variable is in response to a user action.

33. (NEW) A communication system for call distribution, the communication system comprising:

a call routing engine configured to read at least one call routing instruction from a call routing script, the instruction controlling the routing of a call to a destination, the call routing instruction including at least one variable whose value is undetermined prior to run-time of the call routing instruction, the call routing engine further configured to execute the call routing instruction; and

a retriever circuit configured to access a database external to the script at run-time of the script and configured to determine the value of the variable from a field of the database, the value of the variable to specify a dialed number identification service (DNIS) for the call, the retriever circuit to supply the value to the call routing engine.

34. (NEW) The communication system of claim 33 further comprising:

an interface configured to associate a new value with the variable, to thereby change the operation of the call routing instruction without modification of the call routing instruction itself.

35. (NEW) The communication system of claim 34 wherein the interface is a user interface, and wherein the association of the new value with the variable is in response to a user action.